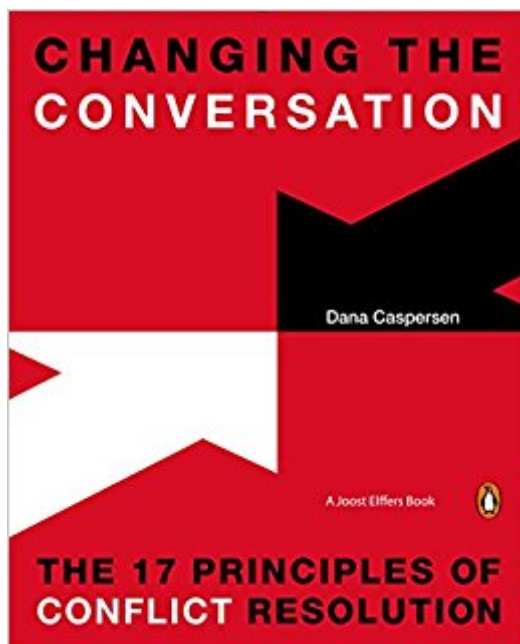


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# Changing The Conversation: The 17 Principles Of Conflict Resolution



## Synopsis

The seventeen key principles for transforming conflict— in a beautiful package from the creator of *The 48 Laws of Power* From Joost Elffers, the packaging genius behind the huge New York Times bestsellers *The 48 Laws of Power*, *The 33 Strategies of War*, and *The Art of Seduction*, comes this invaluable manual that teaches seventeen fundamentals for turning any conflict into an opportunity for growth. Beautifully packaged in a graphic, two-color format, *Changing the Conversation* is written by conflict expert Dana Caspersen and is filled with real-life examples, spot-on advice, and easy-to-grasp exercises that demonstrate transformative ways to break out of destructive patterns, to create useful dialogue in difficult situations, and to find long-lasting solutions for conflicts. Sure to claim its place next to *Getting to Yes*, this guide will be a go-to resource for resolving conflicts.

## Book Information

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## Customer Reviews

Praise for *Changing the Conversation* —“If your strategy for winning an argument is to yell louder than the other guy, Dana Caspersen’s *Changing the Conversation* is an innovative look at conflict resolution that will be an eye-opener. Take a deep breath and learn to listen carefully, resist the urge to attack and find ways to move forward.” —BookPage —“Caspersen gives you the chance to understand what’s behind life’s everyday conflicts and how best, in turn, to consider handling them. [This] intriguing book covers a lot of ground. The basic themes of communication, respect, curiosity, and willingness to consider alternative points of view

can get you through many of life's toughest moments with the people who matter most to you.

- Psychology Today
- “As Caspersen deftly distilled the essence of myriad strategies to resolve interpersonal conflict, Elffers similarly crafted an experiential product. Ultimately, they collectively created a valuable contribution to conflict resolution practices in the popular literature.
- ACResolution Magazine
- “Conflict mediator Dana Caspersen has identified 17 principles of conflict resolution that we'd do well to adopt.
- The Hamilton Spectator
- “[E]asy to page through or read . . . this book was a great reminder about the importance of resolving conflict and not getting stuck. Caspersen's narrative is simple, but more valuable . . . [because] it's usable. I love this book!
- Megan Scribbles blog
- “Each principle breaks conflict down into a series of decisions. You don't have to change your personality or emotional deftness. You can just follow these steps.
- Toronto Globe and Mail
- “This book is good for beginners and those experienced in the practice . . . [it] a marvelous thing. It has examples of common conflicts and language used in families, talking with teens, in work situations, in political discussions. On the facing page it gives examples of a more constructive approach . . . We all need this book.
- The Bowed Bookshelf
- “Visually stunning . . . Dana Caspersen has unearthed the roots of conflict and exposed them to the light of truth. Empowering.
- Heather's Book Corner
- “Readers can quickly read through this book and discover new and better ways of handling conflicts and then keep it nearby as a reference in the future. This book is recommended for parents, employers and employees and those in relationships. It is a book that can help anyone if the principles stated are taken seriously and acted upon.
- Booksie's Blog
- “Filled with everyday examples and opportunities for practice, it's the perfect book for those hoping to make lasting and meaningful changes to their relationships.
- Dad of Divas Reviews
- Praise for The 48 Laws of Power
- “It's the rules for suits . . . Machiavelli has a new rival. And Sun Tzu had better watch his back. . . Just reading the table of contents is enough to stir a little corner-office lust.
- New York magazine
- “Beguiling . . . literate . . . fascinating. A wry primer for people who desperately want to be on top.
- People magazine
- “An heir to Machiavelli's Prince . . . gentler souls will find this book frightening, those whose moral compass is oriented solely to power will have a perfect vade mecum.
- Publishers Weekly
- “Satisfyingly dense and . . . literary, with fantastic examples of genius power-game players. It's The Rules meets In Pursuit of Wow! with a degree in comparative literature.
- Rebecca

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DANA CASPERSEN is an expert on conflict studies and mediation who has developed conflict workshops and public dialogue projects internationally. She is also an award-winning performing artist and lives in Germany and Vermont. JOOST ELFFERS is the packager of The 48 Laws of Power as well as Optical Illusions, Play With Your Food, and Viking Studio's Secret Language series. He lives in New York City.

Over the years I've digested books and journals about conflict resolution. Changing the Conversation is an oeuvre that hangs on elegance in concept, design and presentation. I was not surprised to learn that the author was a force on the modern dance scene in a company (William Forsythe) that was world renowned for its innovation. Indeed, I found the book to be a fascinating presentation of cogent, linear ideas that pirouettes into memorable conclusions with the visual pizzazz to make it all pretty damn congruent. I find most concept books to be work, but a lot of this seemed downhill, which made the sledding fast, practical and memorable. I had planned to skim it but three hours later, understood and bought into the system. I highly recommend it.

This is a simple, quick read, filled with rich nuggets of information about resolving conflict. I discuss the 17 principles with individuals prior to conducting conflict mediation sessions and know that it improves the conversations and brings faster resolution. These are invaluable communication tools that everyone should learn. I agree with other reviewers - the book is not in a kindle format, and that's annoying. I bought a hardcopy version.

I thought this was well written, easy to understand, provided excellent, appropriate examples and presented the subject in a very appealing and easy to follow lay-out. It's printed on great quality paper, bound to last a lot of use and its physical size is convenient to carry. I will refer to it until the principles presented become 2nd nature. I think it would be a great book to tackle as a group/family when learning how to work through conflict.

One of the most easily accessible and straightforward presentations of conflict resolution I've ever had the good fortune to read. An invaluable resource for professional and layman alike. Lucidly written and eloquently presented.

Really valuable for anyone who is interested in how to engage with conflict productively as opposed to destructively.

This book is the real thing. Do it yourself a favor and buy it. Then, practice everyday with one of these principles, one principle each day. Your life will improve as magic.

Well organized and goes into details. I really like this book. No doubt it can make good changes in your own life

Quick read. More like a power point presentation. Good way of looking at conflict and getting a prospective on resolving it.

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The Conflict Resolution Toolbox: Models and Maps for Analyzing, Diagnosing, and Resolving Conflict  
Management: Take Charge of Your Team: Communication, Leadership, Coaching and Conflict Resolution (Team Motivation, Workplace Communications, Employee ... Team Management, Conflict Management)  
Online Dispute Resolution: Theory and Practice: A Treatise on Technology and Dispute Resolution  
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